

Enterprise Incident Report

As of 10/4/2010

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - First Contact Resolution	
	Low	FCR Total
Insurance	40	40
	24	24
Customer Company Total	40	40
	24	24

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Initial Response	
	Low	MIR Total
Insurance	40	40
	2	2
Customer Company Total	40 2	40 2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours	
	Low	ATTIR Total
Insurance	40 0.19	40 0.19
Customer Company Total	40 0.19	40 0.19

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Insurance	40 0	40 0
Customer Company Total	40 0	40 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Insurance	40 0.40	40 0.40
Customer Company Total	40 0.40	40 0.40

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Detail

INC000000182545	Michael Covington	Application	Reporting		Internet Explorer	TIR Missed: No	TIR:	1.94
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	1.94	
INC000000182609	Meldee Love	Application	Error		None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000182940	Ramona Goodwin	Application	Error		Internet Explorer	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000183237	Michelle M White	Network	None		None	TIR Missed: No	TIR:	5.12
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	5.12	
INC000000183386	Allen Hart	Application	None		Internet Explorer	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000183532	Beth Crim	Network	Password		Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000183844	Allen Hart	Network	Password		Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.14
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.14	
INC000000184317	Betsy Jerome	Application	Error		None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000184555	Colette Sawyer	Application	None		Citrix ICA Client	TIR Missed: No	TIR:	0.40
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.40	
INC000000184567	Terisa Anderson	Application	Password		None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000184940	Luanne Winters	Application	Error		SIRCON For States	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000185809	Colette Sawyer	PC/Laptop	Hardware		None	TIR Missed: No	TIR:	3.33
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	3.33	
INC000000186324	Sheila Curtis	None	None		None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Peter Musser	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000188052	Doyle Christensen	Application	Password		SAP Frontend	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000190356	Jenifer Christian	Network	Error		Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000190688	Michelle M White	Print/Copy/Scan/Fax	Error Code		None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	
INC000000191063	Cheryl Alexander	Application	Error		None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Closed	TTR Missed: No	TTR:	0.00	

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INC000000191380	Lorry Herrera	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.24
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.24
INC000000191569	Brent Oscarson	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.61
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.61
INC000000192027	David Flores	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	TIR:	1.07
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	1.07
INC000000192277	Dan Applegarth	Application	Password	Citrix ICA Client	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193180	Lorry Herrera	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	2.03
Application Support	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: No	TTR:	2.03
INC000000193183	Lorry Herrera	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.16
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.16
INC000000193214	Grace Reinhart	Application	Password	Citrix ICA Client	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193219	Tomasz Serbinowski	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193223	Virgina Dawes	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193227	Jilene Whitby	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193263	Meldee Love	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193280	Sandra Christensen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193485	Virgina Dawes	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.43
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.43
INC000000193513	Jane Webb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.09
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.09
INC000000193729	Jenifer Christian	None	None	SIRCON For States	TIR Missed: No	TIR:	0.00
Tech Support	Jenifer Christian	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000193747	Nancy Askerlund	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194037	Silmara charlesworth	Network	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000194039	Adam Martin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000194513	Jeremy Garduno	Software	Application	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000194858	Eric Showgren	None	None	None		TIR Missed: No	TIR:	0.20
Capitol Desktop Support	Garry Gregson	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.20
INC000000195053	Dan Applegarth	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000195745	Jaimee George	Application	Error	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.00
INC000000195765	Jenifer Christian	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	TIR:	0.00
Capitol Desktop Support	Garry Gregson	Insurance	Low		Resolved	TTR Missed: No	TTR:	0.00